

# CASE STUDY



## Centier Bank Turns to QuestSoft for Simpler HMDA and CRA Compliance

### Who:

Jennifer Briscuso, vice president, Compliance and CRA  
Merrillville, Ind.-based Centier Bank

### When:

Nov., 2011 using HMDA RELIEF, CRA RELIEF and LendingPatterns

### What:

Initially searching for more user-friendly compliance software, Centier Bank discovered that QuestSoft not only offered products that were easy to implement and use, but coupled those products with best of breed customer service that helped them convert their systems with no down time and free training. With QuestSoft's user-centered experience, Centier Bank has saved time and money, capitalized by QuestSoft's automated compliance solutions.

### About Centier Bank

Merrillville, Ind.-based Centier Bank has been a family-owned and managed financial service provider since 1985. We stand firmly behind our "Not For Sale" commitment, pledging that we will continue to preserve independent hometown banking in Northern Indiana. Centier has 45 locations in Lake, Porter, La Porte, Marshall and Tippecanoe counties. Centier is currently serving in more than 22 communities with 650 associates and more than \$2.1 billion in assets. To learn more about Centier Bank, please visit the company's website at [www.centier.com](http://www.centier.com).

### About QuestSoft

Laguna Hills, Calif.-based QuestSoft is an established provider of comprehensive and automated compliance software and services to the mortgage, banking and credit union industries. The company's products enable more than 1,500 banks, credit unions and mortgage companies to simplify the collection, analysis, compilation and reporting of key lending regulatory report data.

### Challenge

About six months prior to the March 1 Home Mortgage Disclosure Act (HMDA) submission deadline, Merrillville, Indiana-based Centier Bank, the largest privately-owned independent bank in the state, sought a replacement for their existing software that would simplify the HMDA and CRA data reporting process. Centier Bank was using software that was not user-friendly, resulting in unnecessary time and money spent navigating a complicated interface while preparing CRA exam reports and annual HMDA filings.

After researching potential compliance partners, Centier Bank selected QuestSoft to convert what had largely been a manual process to an automated, customer-focused experience. Centier Bank chose QuestSoft's HMDA RELIEF and CRA RELIEF to reduce the time and effort spent importing, analyzing and compiling accurate reports from multiple departments.

***"Everything QuestSoft offers is better than what we had."***

***– Jennifer Briscuso,  
vice president, Compliance and CRA,  
Centier Bank***

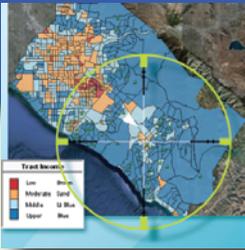
"We initially selected QuestSoft as our new compliance software provider because of their reputation for a great user experience," Briscuso said. "When I really looked at the software, I saw that QuestSoft's reports were better than those we were manually completing. Now we know how much we were missing."

*Continued; over >*



[www.QuestSoft.com](http://www.QuestSoft.com) | 800-575-4632





# CASE STUDY



## Centier Bank Turns to QuestSoft for Simpler HMDA and CRA Compliance

### Solution

#### **A Seamless Transition Driven by Product and Service Excellence**

After implementing HMDA and CRA RELIEF in November 2011, Centier Bank was impressed with the seamless transition QuestSoft provided. With multiple users in different departments inputting data, compiling reports can be a complicated and confusing process. However, Centier Bank easily imported data from their loan origination software into QuestSoft's Windows-based system, which ensured accurate mapping and checked the data for quality and validity errors.

"All of our employees who used our previous software tried HMDA RELIEF and CRA RELIEF to see if they could use the software without extensive training manuals," Briscuso said. "Everyone was able to test drive it and pick it up intuitively.

**"Everyone was able to test drive it and pick it up intuitively . . . It was unbelievably simple."**

**– Jennifer Briscuso,  
vice president, Compliance and CRA,  
Centier Bank**

The software literally walks you step by step through the process. Any outstanding questions we had were answered in the free training sessions that QuestSoft provided."

Ultimately, Centier Bank's conversion was made even more effective by QuestSoft's customer service department, which

exceeded Briscuso's expectations. When Centier Bank faced a next-day report deadline, QuestSoft's staff worked through the evening to ensure the report was accurate and ready to submit the next morning.

"We were on the due date, and QuestSoft got our issues immediately resolved. The customer service has been phenomenal," Briscuso said. "We were able to resolve any questions we had from examiners through QuestSoft's technical support. It was unbelievably simple."

### Result

One of the most significant benefits to using QuestSoft's compliance software is that Centier Bank's reporting takes less time, resulting in cost savings in personnel hours. Briscuso said the bank had previously spent two and a half days just preparing reports. With QuestSoft, reports are ready in a couple of hours.

By eliminating the manual process of HMDA and CRA reporting, QuestSoft increased Centier Bank's data accuracy and decreased their headaches -- ultimately saving them money.

"Before QuestSoft's HMDA RELIEF and CRA RELIEF, we used to pull reports, then input them into Excel and then tweak the charts. Now we pull reports and charts directly from the QuestSoft system," Briscuso said. "Our third-party exam consultant is impressed to see that kind of data and market analysis generated with the click of a button."

Centier Bank also takes advantage of QuestSoft's up-to-date Census and geocoding data, which is even more current than Federal Financial Institutions Examination Council [FFIEC] information. Briscuso said this is a key asset to Centier Bank because the institution serves a diversified region.

"Everything QuestSoft offers is better than what we had," Briscuso said ■



[www.QuestSoft.com](http://www.QuestSoft.com) | 800-575-4632

